



Control Number: 50664

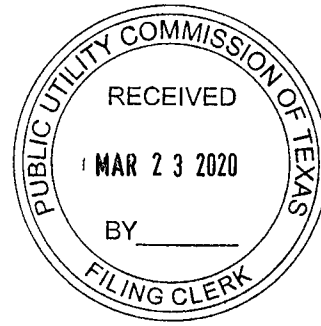


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March 22, 2020

Public Utility Commission of Texas
Filing Clerk
1701 N. Congress Ave.
PO Box 13326
Austin, TX 78711-3326



Re: Project 50664, *Issues related to the State of Disaster for Coronavirus Disease 2019*

Attention Filing Clerk:

This responds to the Commission's request to file documents describing steps that our organization is taking to mitigate the situation's negative impacts.

The U.S. Federal Communications Commission recently recognized that "as the coronavirus outbreak spreads and causes a series of disruptions to the economic, educational, medical, and civic life of our country, it is imperative that [the world] stay connected. Broadband will enable them to communicate with their loved ones and doctors, telework, ensure their children can engage in remote learning, and—importantly—take part in the 'social distancing' that will be so critical to limiting the spread of this novel coronavirus."

Zayo is considered a critical component and "Essential Service" to the Covid-19 response process, as we provide bandwidth to critical response companies that need that bandwidth to battle Covid-19 and/or keep the economy running.

In response to the Covid-19 Pandemic, Zayo initiated its Incident Management Plan and its Pandemic Response Plan. Employees at all levels have been briefed and are prepared to respond. Essential employees have been identified, and steps have been taken to ensure cross training, remote work capabilities, and contract support if necessary. In addition, critical suppliers and back-up suppliers have been identified and additional equipment has been ordered.

Zayo continues to work to install and repair Essential Services to local businesses, and state and federal agencies in the area in response to the Covid-19 situation. The Department of Homeland Security has provided Zayo with authorization letters to allow our technicians the ability to travel to and access critical infrastructure facilities during curfews and restricted travel periods, as well as the ability to obtain fuel during any restriction period.

Customers may contact us with any concerns 24 hours a day via phone at 866-364-6033, email at billing@zayo.com or serviceexperts@zayo.com or via Zayo's website at www.zayo.com

Respectfully,

Charles Forst
Dir. Regulatory Reporting
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